



# KNIGHTS TEMPLAR HOLY LAND PILGRIMAGE

## CANCELLATION POLICY

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1. If a Pilgrim Minister cancels and does not participate in the Knights Templar Holy Land Pilgrimage as registered with the pilgrimage registrar **before the initial deposit** is made with Gate 1 Travel (on or about October 1), all of the money sent from the sponsoring Grand Commandery can be returned (or held for another pilgrim) as long as money has not left the hands of the pilgrimage registrar for pilgrimage expenses.

2. If a Pilgrim Minister cancels and does not participate in the Knights Templar Holy Land Pilgrimage as registered with the pilgrimage registrar **after the initial deposit** is made with Gate 1 Travel (on or about October 1), all of the money sent from the sponsoring Grand Commandery can be returned **except** for the non-refundable deposit (or held for another pilgrim) as long as money has not left the hands of the pilgrimage registrar for other pilgrimage expenses. To put a new Pilgrim minister in their place, a non-refundable deposit fee of \$400 additional will be assessed to the sponsoring Grand Commandery. Grand Commanderies sending their initial registration/certification of the Pilgrim Minister(s) after this date are already in this category.

3a. If a Pilgrim Minister cancels and does not participate in the Knights Templar Holy Land Pilgrimage as registered with the pilgrimage registrar **after the ticketing process** is completed by Gate 1 Travel (approximately 30-60 days before departure), **none** of the money sent from the sponsoring Grand Commandery to the program registrar can be returned. The cancelling Pilgrim Minister will be responsible to file a claim with the Travel Insurance Company and attempt to have some part of the expenses of the trip reimbursed if the insurance company deems the stated reason for the cancellation is within the bounds of the insurance policy. It will be the responsibility of the minister who cancelled to see that any moneys reimbursed are promptly forwarded to the sponsoring Grand Commandery.

3b. To put a new Pilgrim minister in their place, the sponsoring Grand Commandery will need to send an additional full fee and there will be a variety of additional expenses and late fees to be assessed by Gate 1 Travel and the airline in addition to the regular program costs. The additional expenses and late fees will vary based on the individual situation and timing. The fees originally paid by the sponsoring Grand Commandery will be tied up in the insurance claim process and are therefore not available to immediately fund a replacement Pilgrim Minister.

Here is a link to the details of the insurance coverage and contact information for the insurance carrier. The pilgrim minister will need to contact the insurance carrier and file a claim so that the sponsoring Grand Commandery or other sponsoring entity can receive at least partial replacement of lost funds. <https://gate1.archinsurancesolutions.com/description-of-coverage>